

PARTICIPANT SATISFACTION SCORECARD

Please circle the number that best matches your level of agreement with each statement. Also check whether you think that aspect of the process is important or unimportant. 1=completely disagree, 2=strongly disagree, 3=disagree, 4=indifferent, 5=agree, 6=strongly agree, 7=completely agree.

THE OUTCOME _____	Important	Unimportant	Circle One
An agreement was reached.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The agreement was ratified by everyone needed to implement it.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The agreement is adaptive to new information, interests, and ideas.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The underlying issue was resolved; the problem will not likely recur.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
I trust the people who will implement the agreement.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The outcome satisfies my basic interest.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The overall situation is better than before.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The outcome is better than what I could get from another process.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7

WORKING RELATIONSHIPS _____			
The process helped build trust among participants.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The process improved communication among participants.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
I gained insights about the issues and others' views and values.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
I would negotiate other issues with the same participants.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The process improved my ability to resolve public issues.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7

QUALITY OF THE PROCESS _____			
Everyone who wanted to participate had a fair chance to do so.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
Everyone's concerns were respected.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
Everyone had access to the information needed to make good decisions.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
Information we used was relevant and up to date.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The process fostered information gathering and learning as a group.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The group considered different options for resolving the issue.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
People at the table were accountable to their constituencies.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
There was a way to raise due process complaints during negotiation.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
Gains and losses were fairly distributed among all participants.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The public was able to review and comment on the process and outcome.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7
The process was efficient. It was time and money well spent.	<input type="checkbox"/>	<input type="checkbox"/>	1 2 3 4 5 6 7

PROJECT EVALUATION FORM

Please help us improve the services we offer. As participants, your comments and suggestions are the most important measure of our performance. Please complete both sides of this form and return it to us at the Montana Consensus Council, P.O. Box 200801, Helena, MT 59620-0801. If you have questions, call us at 406-444-2075.

1. What was the name of the project you participated in?

2. Was the facilitator helpful? If so, how? If not, please explain.

3. Did the facilitator fulfill his or her responsibilities? (Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> impartiality | <input type="checkbox"/> confidentiality |
| <input type="checkbox"/> process design | <input type="checkbox"/> enforcement of ground rules |
| <input type="checkbox"/> staying on schedule | <input type="checkbox"/> keeping group focused |
| <input type="checkbox"/> encouraging participation | <input type="checkbox"/> promoting civil discussion |
| <input type="checkbox"/> coordinating meeting logistics | <input type="checkbox"/> helping group invent solutions and build agreement |
| <input type="checkbox"/> documenting agreement | <input type="checkbox"/> implementing agreement |

4. Did you encounter any specific problems during the process? (Check all that apply)

- | | | |
|--|-----------------------------------|--------------------------------------|
| Unrealistic expectations: | mine <input type="checkbox"/> | others' <input type="checkbox"/> |
| No compelling reason to reach agreement: | me <input type="checkbox"/> | others <input type="checkbox"/> |
| Stakeholder groups: | too many <input type="checkbox"/> | too few <input type="checkbox"/> |
| Available information: | too much <input type="checkbox"/> | too little <input type="checkbox"/> |
| Deadlines: | too soon <input type="checkbox"/> | too distant <input type="checkbox"/> |
| Other (please explain): | | |

5. How could this process be improved?

6. What process would you have used to address this situation if you had not participated in this collaborative process?

- | | |
|---|---|
| <input type="checkbox"/> No action | <input type="checkbox"/> Direct discussion with decision maker(s) |
| <input type="checkbox"/> Litigation | <input type="checkbox"/> Lobbying |
| <input type="checkbox"/> Proposed legislation | <input type="checkbox"/> Citizen initiative |
| <input type="checkbox"/> Citizen petition | <input type="checkbox"/> Other (please describe) |

7. Compare this collaborative process to your next best option (from #6 above). Which of the two would most likely:

- | | | |
|--|--|---------------------------------------|
| Cost less? | <input type="checkbox"/> collaboration | <input type="checkbox"/> other option |
| Take less time? | <input type="checkbox"/> collaboration | <input type="checkbox"/> other option |
| Improve communication among participants? | <input type="checkbox"/> collaboration | <input type="checkbox"/> other option |
| Improve trust among participants? | <input type="checkbox"/> collaboration | <input type="checkbox"/> other option |
| Produce a more effective, lasting outcome? | <input type="checkbox"/> collaboration | <input type="checkbox"/> other option |

8. Would you recommend a collaborative process to address similar issues?